

Hawaiian Electric

Non-Energy Benefits: Commercial In Programs

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Presenter: Nick Hall

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Commercial NEBs

Presentation of a Sample of Non-Energy Benefits from...

Wisconsin's Commercial and Industrial Portfolio
Business Programs

With...

Two Case Examples From The Study

1. The case of the dancing cows
2. The case of the leaking hotel



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Commercial NEBs

Non-Energy Benefits are those benefits that customers say they have received from their participation in Wisconsin's Commercial Programs that are in addition to the energy savings.

These benefits are customer-identified and valued. They are not projections of benefits by a research analyst. Rather they are what the customers have told us they have achieved as a result of their participation in the Commercial Sector Energy Efficiency Programs.

Note: We call these "*benefits*" because that is the typical term used in the industry. However, the "benefit" can be both positive or negative in the customer's eyes.



Commercial NEBs

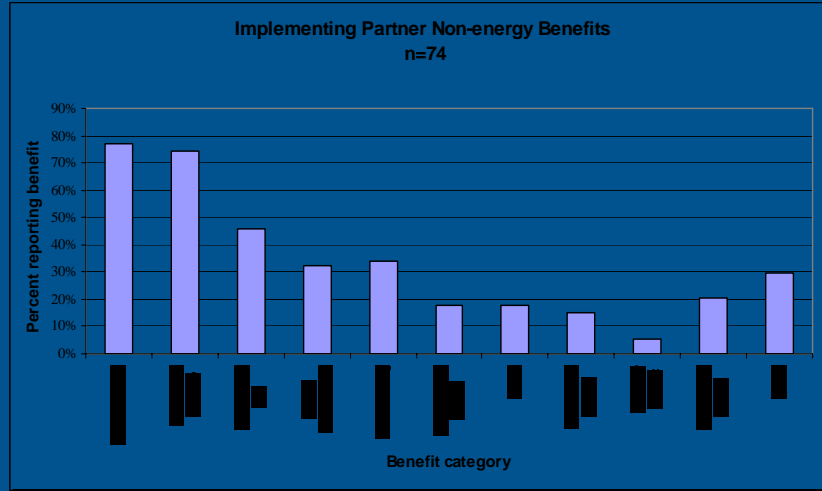
We measured benefits and benefit values for... N=74 interviews

1. Productivity
2. Maintenance
3. Defects & Errors
4. Morale- Satisfaction
5. Equipment Life
6. Waste Generation
7. Sales Levels
8. Personnel Needs
9. Costs (non-energy operational costs)
10. Other benefits (as identified by participants)



Program Participants: Business Programs

N=74



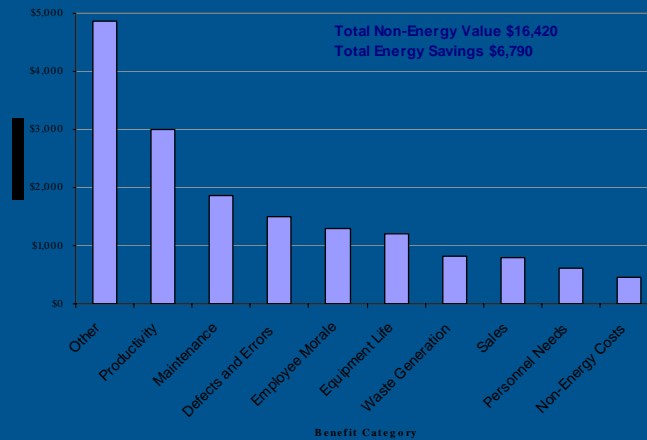
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Program Participants: Business Programs

N=74

Mean Values of NEE to all Respondents N=74



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Business Programs - Range of Values

Red indicates a negative value reported

NEB	Low Value	High Value	Average
Other	\$300	\$55,000	\$4,853
Productivity	\$400	\$20,000	\$3,000
Maintenance	- \$15	\$20,000	\$1,866
Defects & Errors	- \$67	\$25,000	\$1,510
Morale- Satisfaction	\$500	\$3,000	\$1,301
Equipment Life	- \$1,000	\$8,000	\$1,210
Waste Generation	\$6	\$17,500	\$813
Sales	\$2,000	\$7,500	\$791
Personnel	- \$1,500	\$10,000	\$617
Costs (non-energy)	- \$333	\$7,500	\$459



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Case Study #1: The Happy Cows Case

Sometimes the benefits are not expected



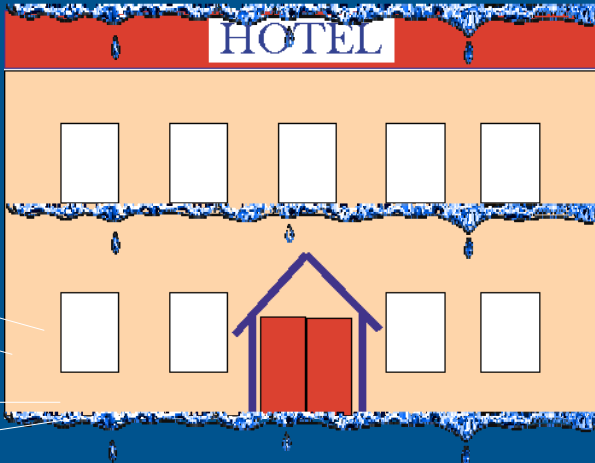
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Case Study #2: The Leaking Hotel

Sometimes the
“benefits” are not
wanted

Why did you talk us
into doing this?



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